

INFORMATION SERVICES BUSINESS ANALYST

Code No. 4-20-011

COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This is a professional position responsible for analyzing business procedures of users and to develop and implement information management systems which are compatible with them. The employee works closely with users to develop an understanding of their business processes and goals. Demonstrated experience and/or training in the technology applicable to the assigned department is required prior to appointment to this position. The employee reports directly to and works under general supervision of a higher-level staff member. Does related work as required.

TYPICAL WORK ACTIVITIES: (All need not be performed in a given position. Other related activities may be performed although not listed.)

Develops an understanding of user business processes and goals;

Develops flow charts and other documentation depicting work flow and possible re-engineering opportunities;

Performs needs analysis, documents cost/benefit and defines user requirements for information management systems;

Researches and recommends computer solutions;

Develops request for proposals and participates in the vendor selection process;

Assists in the preparation of project plans and schedules, including detailed objectives, tasks and work assignments;

Implements new and improves existing business applications;

Communicates regularly with customers and vendors to assure that new systems are fully implemented, existing systems are maintained and customer expectations are met;

Tests systems and/or software;

Trains or recommends appropriate training for users at all levels;

Maintains up-to-date knowledge of new trends and technology for mid-range and micro-computer hardware and software.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the principles and techniques used in systems analysis and design, and related programming, testing and implementation; good knowledge of the technology applicable to the users to which assigned; good knowledge of database design and concepts; good knowledge of office procedures as related to the user department/unit to which assigned; organizational skill; decision making skill; ability to understand user needs and capabilities as related to information management systems; ability to prepare project plans and

schedules; ability to analyze office procedures and determine areas for improvements; ability to develop requests for proposals; ability to maintain a level of expertise of new technology and standard package software; ability to devise new methods for departmental/unit procedures as related to information management systems; ability to work as part of a team or alone with minimum supervision; ability to establish and maintain effective professional working relationships; ability to communicate effectively; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: EITHER:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree plus two (2) years paid full-time or its part-time equivalent experience in systems development and analysis, two (2) years of which must have involved defining user needs, suggesting solutions and implementing systems using the technology applicable to the department assigned; OR,
- (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree plus four (4) years of experience as defined in (A) two (2) of which must have involved defining user needs, suggesting solutions and implementing systems using the technology applicable to the department assigned; OR,
- (C) Six (6) years experience as defined in (A), two (2) years of which must have involved defining user needs, suggesting solutions and implementing systems using the technology applicable to the department assigned; OR,
- (D) Any equivalent combination of training and experience as defined by the limits of (A), (B), and (C) above.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES:

Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

ADOPTED: September 7, 1995

REVISED: December 4, 1997

Disapproved non-competitive by State Commission Action on 7/24/2000